



Grindmaster Cecilware

Returns Policy

Effective January 1, 2017

All requests for return authorization are submitted to TSMailbox@gmcw.com or by calling Grindmaster-Cecilware Technical Support at 1-800-695-4500.

Customers requesting to return goods shall contact Technical Support with the following information:

- Customer contact information
- Serial number (for equipment)
- Reason for return / Description of problem
- Invoice, Purchase Order, or Sales Order Number

All returns must meet the following criteria:

- 1) The minimum net value of any return must be at least \$35.00.
- 2) Goods must be less than 6 months old from the date of invoice. Electronic components as well as parts made of rubber or plastic must be less than 3 months old from date of invoice.

Equipment Returns will be subject to the following guidelines:

- 1) Requests for returns from end users will be referred back to the purchaser (i.e. distributor, dealer, roasters, etc.). Equipment may only be returned with approval of said purchaser.
- 2) Equipment returns will be subject to a 30% restocking fee and return shipping costs.
- 3) Equipment must be returned in original packaging, complete with all parts and accessories arrive clean, and undamaged.

Parts Returns will be subject to the following guidelines:

- 1) New and unused parts will be assessed a 30% restocking fee if accepted for return.
- 2) Used, damaged, incomplete kits, and/or obsolete parts will not be accepted for return.

Warranty Exchanges

- 1) Approved equipment exchanges will be shipped at customer standard pricing levels and will be credited back to the purchaser once the original machine has been returned to Grindmaster-Cecilware.
- 2) 90 Day parts warranty requests will be directed to Technical Support for processing.
- 3) The 90 day parts warranty period starts from the invoice date of the part.

In the case of returns caused by Grindmaster-Cecilware error, Grindmaster-Cecilware will be responsible for return freight. In all other cases, the customer will be responsible for shipping charges. Any returns received without a valid RA number will be refused and returned to the sender. All returned goods with a valid RA number must be received within 45 days of RA issuance or the RA will be considered void and no credit provided. The RA number must be written on the outside of the carton. Customer will be responsible for shipping charges of any "Refused Delivery" shipments. Customer is responsible for packing goods to avoid shipping damage. Units must be clean and free of any perishable product that may have been used in the operation of the unit. The customer will be responsible for any shipping damage that occurs in transit. It is highly recommended that the customer use OEM factory packaging whenever possible. Customer is responsible for shipping using a carrier that provides tracking information.